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# Newcomer Outcomes Survey 2024 Results NEWFOUNDLAND AND LABRADOR

Fall 2025

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada
Canada

# What was new in 2024?

## 1. **Added** question for those who indicated they have left Canada permanently since becoming permanent residents:

Q. Why did you leave Canada? *Select up to three reasons.*

- ❑ I wanted to rejoin my family who were not in Canada
- ❑ I found a job in another country
- ❑ I wanted to live somewhere else
- ❑ I went back to my home country
- ❑ I had challenges finding housing
- ❑ I had challenges finding employment
- ❑ I had challenges getting my foreign credentials, education, or qualifications recognized
- ❑ I had challenges with English/French
- ❑ I did not receive enough support to live in Canada
- ❑ I had challenges accessing childcare
- ❑ I had challenges accessing health care
- ❑ The cost of living was too high in Canada
- ❑ I was experiencing racism and/or discrimination
- ❑ Other (please specify):_____
- ❑ I prefer not to say (exclusive choice)

# What was new in 2024?

## 2. **Revised** questions asked of recently resettled refugees to limit to those most applicable to the resettlement experience:

Q. **During your first 6 weeks in Canada**, did the help provided by an IRCC-funded organization or your sponsor meet your needs?

| | 1<br>The help did not meet my needs at all | 2<br>The help met some of my needs | 3<br>The help met most or all of my needs | I did not receive help |
|---|---|---|---|---|
| **a) Help with Immediate needs** (e.g., temporary housing, food, clothing) | | | | |
| **b) Help finding permanent housing** | | | | |
| **c) Help understanding money and finances** (e.g., paying bills, budgeting, repaying loans) | | | | |
| **d) Help signing up for government services** (e.g., getting a Social Insurance Number, Permanent Resident card, Canada Child Benefit, Interim Federal Health Program, provincial/territorial health care, school registration) | | | | |

# What was new in 2024?

### 3. **Reworded** questions asked of recently resettled refugees to add clarity (continued):

Q. Which of the following statements best describes how well the financial supports (in cash or in-kind) provided by IRCC and/or your sponsor helped you meet your basic needs, like food, housing, utilities and clothing?

- Did not meet my needs at all
- Met some of my needs
- Met most/all of my needs
- Did not receive any financial support

### 4. **Moved** questions asked of recently resettled refugees and those recently granted protected person status, to ask them of all survey respondents (see slides 42 & 44):

Q. The food that you had did not last and there was no money to buy more. Was this often true, sometimes true, or never true in the past 12 months?
Q. Approximately, how many times have you used a food bank in the past 12 months?
Q. Do you currently have a family doctor or regular health care provider?

### 5. **Removed** question asked of recently resettled refugees and those recently granted protected person status :

Q. In this school year, are your school-age children attending school?

# What was new in 2024?

## 6. Revised questions for protected persons who recently obtained permanent resident status

Q. **Thinking back to when your asylum claim was accepted and you were granted protected person status**, rate your knowledge of how to get information/support on the following topics:

| How to… | 1 No knowledge at all | 2 Some knowledge | 3 A lot of knowledge | Did not need to know this |
|---|---|---|---|---|
| **a) get help with immediate needs** (e.g., temporary housing, food, clothing) | | | | |
| **b) get information about living in Canada** (e.g., information about Canada, the neighborhood, household management) | | | | |
| **c) get help finding permanent housing** | | | | |
| **d) get information about money and finances** (e.g., paying bills, budgeting, repaying loans) | | | | |
| **e) register for government services** (e.g., getting a Social Insurance Number, Permanent Resident card, Canada Child Benefit, Interim Federal Health Program, provincial/territorial health care, school registration) | | | | |
| **f) get information about IRCC-funded settlement and community services that help newcomers** | | | | |
| **g) get information about working in Canada** | | | | |

# What was new in 2024?

## 7. Revised knowledge scale for several sets of questions:

| Knowledge of life in Canada, Knowledge of working in Canada | | |
|---|---|---|
| **Previous** | | **Revised** |
| No knowledge at all | | No knowledge |
| Little knowledge | | |
| Some knowledge | | Some knowledge |
| A lot of knowledge | | |
| A great deal of knowledge | | A lot of knowledge |
| Did not need to know this | | I did not need to know this |

| Knowledge of English, Knowledge of French | |
|---|---|
| **Previous** | **Revised** |
| Not at all | Not at all |
| Not very well | Not very well |
| Fairly well | Fairly well |
| Quite well | |
| Very well | Very well |
| Fluently | Fluently |

# What was new in 2024?

## 8. **Revised** questions for knowledge of various employment related topics:

Q. Thinking back to **when you became a permanent resident of Canada and now,** rate your knowledge of the following topics:

| How to… | 1 No knowledge at all | 2 Some knowledge | 3 A lot of knowledge | Did not need to know this |
|---|---|---|---|---|
| a) looking for/applying for a job | | | | |
| b) establishing contacts, connections, networks with others who may be able to help me find a job | | | | |
| c) gaining work experience | | | | |
| d) getting my educational and/or professional qualifications assessed | | | | |
| e) **Using soft skills** (e.g., cooperating with others, understanding situations, managing people) | | | | |

# What was new in 2024?

## 9. Added question for respondents currently working in Canada:

Q. To what extent does your current job match your education or experience?

- ○ It is a very good match for my education or experience.
- ○ It is related to my education or experience, but not a perfect match.
- ○ It is not at all related to my education or experience.
- ○ Not sure

## 10. Revised reasons for currently not working in Canada:

Q. What is/are the main reason(s) you are currently not working in Canada?
*Select up to three responses.*

- ❑ I am a student
- ❑ I am retired
- ❑ I am caring for a child(ren)
- ❑ I am caring for another family member (not a child)
- ❑ I am a homemaker
- ❑ I am trying to start a business (added)
- ❑ I am getting my educational and/or professional qualifications assessed (added)
- ❑ I am working outside of Canada (added)
- ❑ I am travelling or on vacation (added)
- ❑ I got laid off/fired/quit my job
- ❑ I have health issues or a disability (revised)
- ❑ I do not want/have to work (revised)
- ❑ I do not have the necessary official language skills/I am currently taking language training (added)
- ❑ I do not have the necessary work experience or skills (added)
- ❑ I have not been able to find a suitable job (added)
- ❑ Other (please specify) _____

# What was new in 2024?

**11. Revised question asked of those not currently working to limit selections:**

Q. Are you looking for work in Canada **now**?

- Yes
- No

**12. Revised question asked about participating in Canadian society to limit selections**

Q. In the past 12 months, were you a member or participant in any groups/organizations/associations in Canada?

- Yes
- No

**13. Removed question asked about social views**

Q. In Canada, how much confidence do you have in the following institutions?
*- The police; The justice system and courts; The healthcare system; Social security / social insurance system; The Canadian government (federal)*

# What was new in 2024?

## 14. **Revised** response options for client difficulties in accessing settlement services:

Q. What were the 3 main reasons for the problems or difficulties you had getting the settlement services you needed?

- ❑ I did not know about how or where to get services
- ❑ The sessions were full/there was a waiting list
- ❑ There were no services located close to me (added)
- ❑ There was no transportation to the services I needed (revised)
- ❑ I could not afford transportation to services (added)
- ❑ Services were not offered in my preferred official language (revised)
- ❑ Translation/interpretation was not available for the services I needed
- ❑ Childcare was not available in locations where services were offered
- ❑ The hours were not convenient for me/I needed to work
- ❑ I have a disability and could not be accommodated
- ❑ The services did not meet my needs (e.g., topics were not relevant, staff were not knowledgeable) (revised)
- ❑ I could not access online services (e.g. lack of computer skills or devices) (added)
- ❑ Other reason (please specify)

## 15. **Revised** response options for non-client difficulties in accessing settlement services:

Q. What were the 3 main reasons you did not use IRCC-funded services?

- ❑ I did not know about how or where to get services
- ❑ I did not know I was eligible to receive services (added)
- ❑ The sessions were full/there was a waiting list
- ❑ There were no services located close to me (added)
- ❑ There was no transportation to the services I needed (revised)
- ❑ I could not afford transportation to services (added)
- ❑ Services were not offered in my preferred official language (revised)
- ❑ Translation/interpretation was not available for the services I needed
- ❑ Childcare was not available in locations where services were offered
- ❑ The hours were not convenient for me/I needed to work
- ❑ I have a disability and could not be accommodated
- ❑ The services did not meet my needs (e.g., topics were not relevant, staff were not knowledgeable) (revised)
- ❑ I could not access online services (e.g. lack of computer skills or devices) (added)
- ❑ I did not need the services
- ❑ Other reason (please specify)

# What was new in 2024?

## 16. **Added** question for settlement service non-clients

Q. What, if any, services did you use to help you settle in Canada?

- ☐ I did not use any services *(exclusive choice)*
- ☐ Services to find a job
- ☐ Services to learn an official language
- ☐ Services to get my foreign credentials recognized
- ☐ Services to learn more about life in Canada
- ☐ Services to meet people in Canada

# What was new in 2024?

## 17. **Added** question for settlement service clients

Q. Our records show that you have received settlement services in Canada from the IRCC-funded organization(s) listed below. If you knew someone who recently immigrated to Canada, would you recommend any these organization(s)?

| **Organization Name** ***(List organizations; maximum of 10 recent organizations visited by individual client)*** | **I would not recommend** | **I would maybe recommend** | **I would recommend** | **I do not remember getting services at this organization** | **Prefer not to say** |
|---|---|---|---|---|---|
| Organization 1 | | | | | |
| Organization 2 | | | | | |
| … | | | | | |
| Organization 10 | | | | | |

*Note: Due to the detailed nature of this question, results are not included in this report.*

# What was new in 2024?

## 18. **Added** question for settlement service clients:

Q. How did you find out about IRCC-funded settlement services?
*Select up to 3 responses.*

- ❑ IRCC website, including the "Find free newcomer services near you" tool
- ❑ Internet sources other than IRCC
- ❑ In a letter from IRCC
- ❑ Pre-arrival services you received in your country
- ❑ IRCC social media
- ❑ Social media other than IRCC (for example, Facebook, X formerly Twitter, blogs)
- ❑ Spouse, family, or friends (including coworkers)
- ❑ Media (for example, newspaper, radio, TV)
- ❑ Local group (for example, cultural center, local immigration services, community group, libraries)
- ❑ Organization (for example, employer, religious, academic/school, events/fairs)
- ❑ Paid representative (for example, lawyer, immigration consultant)
- ❑ Airport
- ❑ Other (please specify) _____
- ❑ I don't know or don't remember (exclusive choice)

# What was new in 2024?

## 19. Added question about overall settlement experience:

Q. Overall, would you say that your transition to life in Canada has been:

- Much harder than you expected
- Somewhat harder than you expected
- About what you expected
- Somewhat easier than you expected
- Much easier than you expected
- Prefer not to say / no opinion

## 20. Moved questions to ask them of all respondents:

Q. Do you currently have a family doctor or regular health care provider?
*Note: A family doctor or regular health care provider means one health professional that you regularly see or talk to when you need care or advice for your health.*

- Yes
- No

Q. In the past 12 months, how often did you run out of food and not have enough money to buy more?

- Often
- Sometimes
- Never
- Do not know

Q. Approximately, how many times have you used a food bank in the past 12 months?
*Note: A food bank is a place where you can get food for free when you cannot afford to buy it*

- I have not used a food bank in the past 12 months
- Once (i.e. 1 time)
- 2-5 times
- More than 5 times

# What was new in 2024?

## 21. **Added** question about overall settlement experience:

Q. Which, if any, of the following challenges have you experiences while settling in Canada? *Select up to 3 responses.*

- ❑ Cost of living/it costs more money than I thought to live in Canada
- ❑ Finding housing
- ❑ Finding employment
- ❑ Getting my foreign credentials, education, or qualifications recognized
- ❑ Accessing childcare
- ❑ Accessing health care
- ❑ Learning an official language
- ❑ Accessing education/training
- ❑ Making friends and developing social networks
- ❑ Engaging with my new community in Canada
- ❑ Understanding Canadian culture and customs
- ❑ Racism and/or discrimination
- ❑ Other, please specify: _____
- ❑ No challenges (exclusive choice)

# What was new in 2024?

## 22. **Revised** response options to source of information question

Q. What were the 3 main sources of information or support that helped you settle in Canada?

- ❑ An organization that helps immigrants
- ❑ Government offices (Federal, Provincial/Territorial) (e.g. Service Canada)
- ❑ My sponsor (revised)
- ❑ My family and friends (e.g. spouse/partner, children, cousins, neighbours, co-workers, community members) (revised)
- ❑ My employer(s)
- ❑ Official federal or provincial online sources (such as official government websites and official government social media) (added)
- ❑ Social media, blogs, discussion groups, and other non-government online sources (revised)
- ❑ Doing daily tasks like shopping, taking public transportation
- ❑ School/educational institutions
- ❑ Religious/ethnic/cultural organizations (added)
- ❑ An immigration lawyer/consultant (added)
- ❑ Other (please specify): _____

# What was new in 2024?

## 23. **Revised** response options to race / ethnicity question:

Q. Please think about your own ethnic or racial identity. Your ethnic or racial identity may be the same as that of your parents, grandparents or ancestors or it may be different. Please note that this information is being collected to help the Government of Canada better understand the composition of Canada's diverse newcomer population.
Are you: (Please select all that apply, particularly if you self-identify as being of mixed or multiple ethnic or racial groups).

- ❑ Arab
- ❑ Black
- ❑ Central Asian (for example, Kazakhstan, Uzbekistan)
- ❑ Chinese
- ❑ East Asian
- ❑ Filipino
- ❑ Indigenous or Aboriginal
- ❑ Japanese (added)
- ❑ Korean (added)
- ❑ Latin American
- ❑ South Asian (for example, East Indian, Pakistani, Sri Lankan)
- ❑ Southeast Asian (for example, Vietnamese, Cambodian, Laotian, Thai)
- ❑ West Asian (for example, Iranian, Afghan)
- ❑ White
- ❑ Another race/ethnicity not listed here (please specify): _____
- ❑ Prefer not to say (exclusive choice)

# What was new in 2024?

## 24. **Revised** response options for household composition question:

Q. How many people of each age group live in your household (including yourself)?

- ❑ Ages 0-5 ____
- ❑ Ages 6-14 ____
- ❑ Ages 15-17____
- ❑ Ages 18-30 ___
- ❑ Ages 31-65 ___ (revised)
- ❑ Ages 65+ ___ (revised)
- ❑ Prefer not to say (exclusive choice)

# Methodology

| | Admission Years | Respondents (National Total) |
|---|---|---|
| **Wave I (2018)** | (2011, 2013, 2015, 2017) | 52,244<br>Clients: 20,689 ; Non-clients: 31,555 |
| **Wave II (2019)** | (2012, 2014, 2016, 2018) | 68,653<br>Clients: 34,681 ; Non-clients: 33,972 |
| **Wave III (2020)** | (2013, 2015, 2017, 2019) | 82,703<br>Clients: 28,404 ; Non-clients: 54,181 |
| **Wave IV (2021)** | (2014, 2016, 2018, 2020) | 100,672<br>Clients: 47,775 ; Non-clients: 52,897 |
| **Wave V (2022)** | (2015, 2017, 2019, 2021) | 82,961<br>Clients: 33,009 ; Non-clients: 49,952 |
| **Wave VI (2023)** | (2016, 2018, 2020, 2022) | 70,286<br>Clients: 28,728 ; Non-clients: 41,558 |
| **Wave VII (2024)** | (2017, 2019, 2021, 2023) | 80,808<br>Clients: 31,610 ; Non-clients: 49,198 |
| **Wave VIII (2025)** | (2018, 2020, 2022, 2024) | *Will be sent late 2025* |

# How to interpret the results

## NOS responses are unweighted

It is unknown if the sample (newcomer client and non-client survey respondents) are representative of the total newcomer population since IRCC does not collect this data on all newcomers.

## NOS should serve as a guide, not a plan

Additional data and stakeholders should be consulted before conclusions are made, and low cell counts - particularly % changes on small raw values - should be removed from analysis.

**What is a client?** A newcomer who received at least one domestic service from an IRCC-funded settlement service provider.

# Variations in NOS Question Sets

## Information from the GCMS and iCARE databases is used to ensure that respondents are asked relevant questions

| Respondent Type | Resettled Refugees & Protected Persons | Other Immigration Categories |
|---|---|---|
| Clients of domestic settlement services | ✓ Experiences resettling in Canada*<br>✓ Comparison of abilities at time of landing and when surveyed<br>✓ Whether IRCC-funded services helped improve these abilities<br>✓ Challenges in accessing IRCC-funded services | ✓ Comparison of abilities at time of landing and when surveyed<br>✓ Whether IRCC-funded services helped improve these abilities<br>✓ Challenges in accessing IRCC-funded services |
| Non-clients of domestic settlement services | ✓ Experiences resettling in Canada*<br>✓ Awareness of IRCC-funded services<br>✓ Comparison of abilities at time of landing and when surveyed | ✓ Awareness of IRCC-funded services<br>✓ Comparison of abilities at time of landing and when surveyed |

* Asked of those who became permanent residents in the most recent landing year in each survey wave. Resettled refugees were asked about the extent to which their needs were met in their first 6 weeks in Canada; protected persons were asked about their knowledge of how to get information or support when their asylum claim was accepted. Note that some non-clients of domestic services may have received pre-arrival services, and both clients and non-clients may have received non-IRCC-funded services.

# NOS Results for 2024

# Geography of respondents

In what city do you currently live?

| Top twenty responses | Percent |
|---|---|
| St. John's | 59.5% |
| Gander | 6.6% |
| Labrador City | 4.6% |
| Corner Brook | 3.5% |
| Mount Pearl | 3.3% |
| Conception Bay | 2.2% |
| Goose Bay | 1.8% |
| Other city in Newfoundland and Labrador | 1.7% |
| Paradise | 1.5% |
| Marystown | 1.3% |
| Happy Valley | 1.1% |
| Torbay | 0.9% |
| Grand Falls | 0.9% |
| Clarenville | 0.7% |
| Wesleyville | 0.7% |
| Stephenville | 0.6% |
| Springdale | 0.6% |
| Roddickton | 0.6% |
| Deer Lake | 0.6% |
| Wabush | 0.6% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

Note: The list of cities was *very* detailed, including towns and villages.

**93.2%** of responses came from respondents in these cities

**Skip Alert!**

**Respondents were only shown a list of cities for the province/territory in which they were residing at the time of the survey.**

# Resettling in Canada – Resettled Refugees

**During your first 6 weeks in Canada**, did the help provided by an IRCC-funded organization or your sponsor meet your needs?

| | 1<br>The help did not meet my needs at all | 2<br>The help met some of my needs | 3<br>The help met most or all of my needs | I did not receive help |
|---|---|---|---|---|
| **a) Help with Immediate needs** (e.g., temporary housing, food, clothing) | 10.3% | 34.5% | 44.8% | 10.3% |
| **b) Help finding permanent housing** | 10.3% | 31.0% | 37.9% | 20.7% |
| **c) Help understanding money and finances** (e.g., paying bills, budgeting, repaying loans) | 10.3% | 44.8% | 44.8% | 0.0% |
| **d) Help signing up for government services** (e.g., getting a Social Insurance Number, Permanent Resident card, Canada Child Benefit, Interim Federal Health Program, provincial/territorial health care, school registration) | 6.9% | 20.7% | 72.4% | 0.0% |

*Source: Newcomer Outcomes Survey 2024 (N=29)*

# Resettling in Canada – Resettled Refugees

Which of the following statements best describes how well the financial supports (in cash or in-kind) provided by IRCC and/or your sponsor helped you meet your basic needs, like food, housing, utilities and clothing?

| | Percent |
|---|---|
| **a) Did not meet my needs at all** | 6.9% |
| **b) Met some of my needs** | 48.3% |
| **c) Met most/all of my needs** | 44.8% |
| **d) Did not receive any financial support** | 0.0% |

*Source: Newcomer Outcomes Survey 2024 (N=29)*

# Resettling in Canada – Protected Persons

**Thinking about when your asylum claim was accepted and you were granted protected person status**, rate your knowledge of how to get information/support on the following topics:

| How to… | 1 No knowledge at all | 2 Some knowledge | 3 A lot of knowledge | Did not need to know this |
|---|---|---|---|---|
| **a) get help with immediate needs** (e.g., temporary housing, food, clothing) | 0.0% | 100.0% | 0.0% | 0.0% |
| **b) get information about living in Canada** (e.g., information about Canada, the neighborhood, household management) | 0.0% | 100.0% | 0.0% | 0.0% |
| **c) get help finding permanent housing** | 0.0% | 100.0% | 0.0% | 0.0% |
| **d) get information about money and finances** (e.g., paying bills, budgeting, repaying loans) | 0.0% | 100.0% | 0.0% | 0.0% |
| **e) register for government services** (e.g., getting a Social Insurance Number, Permanent Resident card, Canada Child Benefit, Interim Federal Health Program, provincial/territorial health care, school registration) | 0.0% | 0.0% | 100.0% | 0.0% |
| **f) get information about IRCC-funded settlement and community services that help newcomers** | 0.0% | 100.0% | 0.0% | 0.0% |
| **g) get information about working in Canada** | 0.0% | 0.0% | 100.0% | 0.0% |

*Source: Newcomer Outcomes Survey 2024 (N=1)*

# Getting to know Canada

Thinking back to when you **became a Permanent Resident of Canada,** rate your knowledge of the following topics:

| My knowledge of Canadian … | 1 No knowledge | 2 Some knowledge | 3 A lot of knowledge | I did not need to know this |
|---|---|---|---|---|
| **a. housing** (e.g., finding a place to live, responsibilities of your landlord) | 29.3% | 53.4% | 14.7% | 2.6% |
| **b. healthcare** (e.g., getting a health card, finding a doctor or dentist, what do to in a medical emergency) | 31.9% | 53.4% | 14.2% | 0.6% |
| **c. education** (e.g., how to enroll yourself or your children in school) | 26.5% | 48.6% | 16.6% | 8.3% |
| **d. money and finances** (e.g., opening a bank account, pay income tax, benefits) | 27.6% | 56.4% | 15.7% | 0.4% |
| **e. law and justice** (e.g., what is legal/illegal, penalties for different crimes) | 22.1% | 60.8% | 15.8% | 1.3% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

Thinking about **right now,** rate your knowledge of the following topics:

| My knowledge of Canadian … | 1 No knowledge | 2 Some knowledge | 3 A lot of knowledge | I did not need to know this |
|---|---|---|---|---|
| **a. housing** | 0.9% | 34.1% | 63.2% | 1.8% |
| **b. healthcare** | 1.8% | 33.7% | 64.3% | 0.2% |
| **c. education** | 3.9% | 30.9% | 57.8% | 7.4% |
| **d. money and finances** | 1.1% | 29.1% | 69.2% | 0.6% |
| **e. law and justice** | 2.0% | 36.6% | 60.0% | 1.3% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

# Getting to know Canada – making decisions

Thinking about decisions you have made since **becoming a Permanent Resident of Canada**, rate your agreement with the following statements:

| I had enough information to… | 1 Strongly Disagree | 2 Disagree | 3 Somewhat Disagree | 4 Somewhat Agree | 5 Agree | 6 Strongly Agree | Did not need to do this |
|---|---|---|---|---|---|---|---|
| **a. get help in cases of emergency** (e.g., medical, police) | 2.2% | 1.3% | 2.9% | 16.2% | 44.8% | 31.1% | 1.5% |
| **b. buy or rent a place to live** | 1.8% | 3.9% | 3.7% | 22.1% | 40.7% | 25.8% | 2.0% |
| **c. get around my city/town** | 2.0% | 2.4% | 1.1% | 15.1% | 43.3% | 35.4% | 0.7% |
| **d. find the things I need** (e.g., groceries, clothing, home supplies) | 1.5% | 0.9% | 2.8% | 10.1% | 40.3% | 43.5% | 0.9% |
| **e. do my banking** | 1.5% | 1.3% | 2.4% | 12.7% | 45.5% | 35.5% | 1.1% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

# Knowing English and French

In which of Canada's official languages do you have any level of knowledge/fluency?

| | Percent |
|---|---|
| **1. English** | 91.5% |
| **2. French** | 0.4% |
| **3. Both** | 7.6% |
| **4. Neither** | 0.6% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

**Skip Alert!**

**Respondents were only asked knowledge of official language questions for languages they indicated they knew. "Both" were asked both French and English, and "Neither" were skipped to the next section.**

# Knowing English – At permanent residence & time of survey

Thinking back to when you **became a Permanent Resident of Canada**, rate how well you could do the following things:

| When I became a Permanent Resident of Canada, I could… | 1 Not at all | 2 Not very well | 3 Fairly well | 4 Very well | 5 Fluently |
|---|---|---|---|---|---|
| a. read English (e.g., books, magazines, websites) | 1.9% | 7.4% | 21.2% | 27.3% | 42.2% |
| b. understand spoken English | 2.0% | 9.7% | 24.0% | 28.4% | 35.9% |
| c. write in English | 1.9% | 9.7% | 20.6% | 30.5% | 37.4% |
| d. speak English | 2.8% | 9.1% | 27.3% | 25.1% | 35.7% |

*Source: Newcomer Outcomes Survey 2024 (N=538)*

Thinking about **right now**, rate how well you can do the following things:

| Right now, I can… | 1 Not at all | 2 Not very well | 3 Fairly well | 4 Very well | 5 Fluently |
|---|---|---|---|---|---|
| a. read English (e.g., books, magazines, websites) | 0.4% | 0.2% | 13.4% | 32.5% | 53.5% |
| b. understand spoken English | 0.2% | 0.9% | 13.8% | 37.0% | 48.1% |
| c. write in English | 0.4% | 1.3% | 15.2% | 33.8% | 49.3% |
| d. speak English | 0.2% | 0.6% | 17.8% | 34.8% | 46.7% |

*Source: Newcomer Outcomes Survey 2024 (N=538)*

# Knowing French – At permanent residence & time of survey

Thinking back to when you **became a Permanent Resident of Canada**, rate how well you could do the following things:

| When I became a Permanent Resident of Canada, I could… | 1 Not at all | 2 Not very well | 3 Fairly well | 4 Very well | 5 Fluently |
|---|---|---|---|---|---|
| a. read French (e.g., books, magazines, websites) | 11.6% | 23.3% | 23.3% | 23.3% | 18.6% |
| b. understand spoken French | 7.0% | 27.9% | 23.3% | 20.9% | 20.9% |
| c. write in French | 14.0% | 30.2% | 23.3% | 18.6% | 14.0% |
| d. speak French | 11.6% | 25.6% | 25.6% | 18.6% | 18.6% |

*Source: Newcomer Outcomes Survey 2024 (N=43)*

Thinking about **right now**, rate how well you can do the following things:

| Right now, I can… | 1 Not at all | 2 Not very well | 3 Fairly well | 4 Very well | 5 Fluently |
|---|---|---|---|---|---|
| a. read French (e.g., books, magazines, websites) | 2.3% | 23.3% | 30.2% | 25.6% | 18.6% |
| b. understand spoken French | 2.3% | 23.3% | 23.3% | 32.6% | 18.6% |
| c. write in French | 2.3% | 34.9% | 27.9% | 20.9% | 14.0% |
| d. speak French | 2.3% | 27.9% | 32.6% | 25.6% | 11.6% |

*Source: Newcomer Outcomes Survey 2024 (N=43)*

# Using English and French

Rate your agreement with the following statements:

| I can communicate in English, without help, when I... | 1 Strongly Disagree | 2 Disagree | 3 Somewhat Disagree | 4 Somewhat Agree | 5 Agree | 6 Strongly Agree | Do not do this activity |
|---|---|---|---|---|---|---|---|
| **a. visit my doctor** | 1.1% | 0.4% | 0.4% | 5.6% | 28.1% | 64.1% | 0.4% |
| **b. speak in social situations** (e.g., talking to your neighbours, talking to caregivers or teachers) | 0.7% | 0.6% | 0.9% | 5.2% | 27.3% | 64.5% | 0.7% |
| **c. go shopping** (e.g. groceries, clothes, home supplies) | 0.9% | 0.2% | 0.9% | 2.0% | 26.4% | 69.1% | 0.4% |
| **d. do my job** (e.g., talking to coworkers, talking to clients) | 0.7% | 0.4% | 0.7% | 3.9% | 25.3% | 66.5% | 2.4% |

*Source: Newcomer Outcomes Survey 2024 (N=538)*

Rate your agreement with the following statements:

| I can communicate in French, without help, when I... | 1 Strongly Disagree | 2 Disagree | 3 Somewhat Disagree | 4 Somewhat Agree | 5 Agree | 6 Strongly Agree | Do not do this activity |
|---|---|---|---|---|---|---|---|
| **a. visit my doctor** | 4.7% | 14.0% | 11.6% | 9.3% | 20.9% | 25.6% | 14.0% |
| **b. speak in social situations** (e.g., talking to your neighbours, talking to caregivers or teachers) | 7.0% | 4.7% | 11.6% | 16.3% | 20.9% | 27.9% | 11.6% |
| **c. go shopping** (e.g. groceries, clothes, home supplies) | 0.0% | 7.0% | 2.3% | 25.6% | 23.3% | 30.2% | 11.6% |
| **d. do my job** (e.g., talking to coworkers, talking to clients) | 4.7% | 9.3% | 11.6% | 14.0% | 18.6% | 27.9% | 14.0% |

*Source: Newcomer Outcomes Survey 2024 (N=43)*

# Working in Canada – knowledge at permanent residency

Thinking back to when you **became a Permanent Resident of Canada**, rate your knowledge of the following topics:

| When I became a Permanent Resident of Canada, I knew about… | 1 No knowledge at all | 2 Some knowledge | 3 A lot of knowledge | I did not need to know this |
|---|---|---|---|---|
| **a. looking for/applying for a job** | 20.4% | 55.1% | 21.4% | 3.1% |
| **b. establishing contacts, connections, networks with others who may be able to help me find a job** | 25.4% | 55.1% | 17.5% | 2.0% |
| **c. gaining work experience** | 15.5% | 57.5% | 24.5% | 2.6% |
| **d. getting my educational and/or professional qualifications assessed** | 20.4% | 53.6% | 21.4% | 4.6% |
| **e. using soft skills** (e.g., cooperating with others, understanding situations, managing people) | 10.5% | 50.8% | 37.4% | 1.3% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

# Working in Canada – knowledge at time of survey

Thinking about **right now**, rate your knowledge of the following topics:

| **Right now, I know about…** | **1 No knowledge at all** | **2 Little knowledge** | **3 A lot of knowledge** | **I do not need to know this** |
|---|---|---|---|---|
| **a. looking for/applying for a job** | 2.2% | 28.2% | 67.0% | 2.6% |
| **b. establishing contacts, connections, networks with others who may be able to help me find a job** | 3.3% | 35.4% | 59.5% | 1.8% |
| **c. gaining work experience** | 1.8% | 23.9% | 71.3% | 2.9% |
| **d. getting my educational and/or professional qualifications assessed** | 4.2% | 32.2% | 58.6% | 5.0% |
| **e. using soft skills** (e.g., cooperating with others, understanding situations, managing people) | 1.1% | 24.1% | 73.1% | 1.7% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

# Working in Canada: Labour market status and job search

Are you working in Canada **now**?

| | Percent |
|---|---|
| **1. Yes** | 83.4% |
| **2. No** | 16.6% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

**Respondents were asked different follow-up questions, based on whether they were working or not.**

**Skip Alert!**

**Questions asked of those working in Canada now:**

Are you working full-time or part-time?

| | Percent |
|---|---|
| **1. Full-time** | 85.7% |
| **2. Part-time** | 14.3% |

*Source: Newcomer Outcomes Survey 2024 (N=453)*

To what extent does your current job match your education or experience?

| | Percent |
|---|---|
| **It is a very good match for my education or experience** | 47.2% |
| **It is related to my education or experience, but not a perfect match** | 26.5% |
| **It is not at all related to my education or experience** | 23.0% |
| **Not sure** | 3.3% |

*Source: Newcomer Outcomes Survey 2024 (N=453)*

# Working in Canada: Labour market status and job search

Are you working in Canada **now**?

| | Percent |
|---|---|
| **1. Yes** | 83.4% |
| **2. No** | 16.6% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

**Respondents were asked different follow-up questions, based on whether they were working or not.**

**Skip Alert!**

**Questions asked of those <u>not working</u> in Canada now:**

Are you looking for work in Canada **now**?

| | Percent |
|---|---|
| **1. Yes** | 67.8% |
| **2. No** | 32.2% |

*Source: Newcomer Outcomes Survey 2024 (N=90)*

**Multiple response alert!** Respondents could choose up to three responses for this question, so the percentage will add up to more than 100%

What is/are the main reason(s) you currently not working in Canada?

| | Percent |
|---|---|
| **1. I am a student** | 20.0% |
| **2. I am retired** | 12.2% |
| **3. I am caring for a child** | 17.8% |
| **4. I am caring for another family member (not a child)** | 1.1% |
| **5. I am a homemaker** | 7.8% |
| **6. I am trying to start a business** | 5.6% |
| **7. I am getting my educational and/or professional qualifications assessed** | 2.2% |
| **8. I am working outside of Canada** | 4.4% |
| **9. I am travelling or on vacation** | 5.6% |
| **10. I got laid off/fired/quit my job** | 15.6% |
| **11. I have health issues or a disability** | 6.7% |
| **12. I do not want / have to work** | 0.0% |
| **13. I do not have the necessary official language skills/I am currently taking language training** | 5.6% |
| **14. I do not have the necessary work experience or skills** | 4.4% |
| **15. I have not been able to find a suitable job** | 26.7% |
| **16. Other (please specify)** | 2.2% |

*Source: Newcomer Outcomes Survey 2024 (N=90)*

# Participating in Canadian society: membership and social networks

In the past 12 months, did you do any unpaid volunteer work in Canada for any organization?

| | Percent |
|---|---|
| **1. Yes** | 32.4% |
| **2. No** | 67.6% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

In the past 12 months, were you a member or participant in any groups/organizations/associations in Canada?
*Note: Being a participant includes supporting your child's participation in a group or activity. These could be formally organized groups or just groups of people who get together regularly to do an activity or talk about things.*

| | Percent |
|---|---|
| **1. Yes** | 47.9% |
| **2. No** | 52.1% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

How many close friends (that is, people who are not your relatives, but who you feel at ease with, can talk to about what is on your mind, or call on for help) do you have in the same city or local community as you?

| | Percent |
|---|---|
| **1. None** | 5.2% |
| **2. 1 or 2** | 20.3% |
| **3. 3 or 4** | 19.7% |
| **4. 5 or more** | 54.9% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

# Participating in Canadian society: sense of belonging

How would you describe your sense of belonging to the following communities?

| | 1<br>Very weak | 2<br>Somewhat weak | 3<br>Somewhat strong | 4<br>Very strong |
|---|---|---|---|---|
| **a. The local community where you live** (city, town, neighbourhood) | 4.1% | 18.4% | 46.0% | 31.5% |
| **b. The province/territory where you live** | 3.7% | 16.0% | 49.2% | 31.1% |
| **c. Canada** | 2.0% | 12.3% | 42.9% | 42.7% |
| **d. Your country of origin** | 6.3% | 16.8% | 36.3% | 40.7% |
| **e. Your workplace** (asked of those currently working) | 2.2% | 6.4% | 45.7% | 45.7% |

*Source: Newcomer Outcomes Survey 2024 (N=543 for a-d, N=453 for e)*

Rate your agreement with the following statement:

| | 1<br>Strongly Disagree | 2<br>Disagree | 3<br>Somewhat Disagree | 4<br>Somewhat Agree | 5<br>Agree | 6<br>Strongly Agree |
|---|---|---|---|---|---|---|
| **In my experience, my community is welcoming to newcomers.** | 1.5% | 1.1% | 4.1% | 21.7% | 34.6% | 37.0% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

# Accessing services: difficulties

**Note: Asked of non-clients only**

Were you aware that IRCC offers free settlement services to all Permanent Residents of Canada?

| | Percent |
|---|---|
| **1. Yes** | 47.6% |
| **2. No** | 52.4% |

*Source: Newcomer Outcomes Survey 2024 (N=368)*

**64.5%** of respondents from this province / territory (including clients) were aware of IRCC-funded settlement services.

*Source: Newcomer Outcomes Survey 2024 (N=543)*

**Skip Alert!**

**Respondents were only asked if they would have taken services if they indicated they were not aware of them.**

If you were aware of these services, would you have taken them?

| | Percent |
|---|---|
| **1. Yes** | 75.1% |
| **2. No** | 24.9% |

*Source: Newcomer Outcomes Survey 2024 (N=193)*

# Accessing services: difficulties

**Note: Asked of clients only**

## Overall, did you have any problems or difficulties getting the settlement services you needed?

| | Percent |
|---|---|
| **1. Yes** | 12.0% |
| **2. No** | 88.0% |

*Source: Newcomer Outcomes Survey 2024 (N=175)*

**Skip Alert!**

**Respondents were only asked to indicate what challenges they had if they said "Yes"**

## What were the 3 main reasons for the problems or difficulties you had?

| | Percent |
|---|---|
| **1. I did not know about how or where to get services** | 47.6% |
| **2. The sessions were full/there was a waiting list** | 19.0% |
| **3. There were no services located close to me** | 23.8% |
| **4. There was no transportation to the services I needed** | 14.3% |
| **5. I could not afford transportation to services** | 9.5% |
| **6. Services were not offered in my preferred official language** | 4.8% |
| **7. Translation/interpretation was not available for the services I needed** | 0.0% |
| **8. Childcare was not available in locations where services were offered** | 9.5% |
| **9. The hours were not convenient for me/I needed to work** | 23.8% |
| **10. I have a disability and could not be accommodated** | 0.0% |
| **11. The services did not meet my needs** (e.g., topics were not relevant, staff were not knowledgeable) | 52.4% |
| **12. I could not access online services** (e.g., lack of computer skills or devices) | 4.8% |
| **13. Other reason** (please specify) | 0.0% |

*Source: Newcomer Outcomes Survey 2024 (N=21)*

**Multiple response alert!** Respondents could choose up to three responses for this question, so the percentage will add up to more than 100%

# Accessing services:

**Note: Asked of clients only**

## How did you find out about IRCC-funded settlement services?

| | Percent |
|---|---|
| **1. IRCC website, including the "Find free newcomer services near you" tool** | 31.4% |
| **2. Internet sources other than IRCC** | 15.4% |
| **3. In a letter from IRCC** | 20.0% |
| **4. Pre-arrival services you received in your country** | 16.6% |
| **5. IRCC social media** | 9.1% |
| **6. Social media other than IRCC** (for example, Facebook, X formerly Twitter, blogs) | 8.6% |
| **7. Spouse, family, or friends** (including coworkers) | 34.3% |
| **8. Media** (for example, newspaper, radio, TV) | 3.4% |
| **9. Local group** (for example, cultural centre, local immigration services, community group, libraries) | 14.3% |
| **10. Organization** (for example, employer, religious, academic/school, events/fairs) | 16.6% |
| **11. Paid representative** (for example, lawyer, immigration consultant) | 2.9% |
| **12. Airport** | 5.7% |
| **13. Other** (please specify) | 0.0% |
| **14. I don't know or don't remember** (exclusive choice) | 13.7% |

*Source: Newcomer Outcomes Survey 2024 (N=175)*

**Multiple response alert!** Respondents could choose up to three responses for this question, so the percentage will add up to more than 100%

# Accessing services: experiences of discrimination

**Note: Asked of clients only**

Have you ever experienced discrimination while receiving settlement or resettlement services from an IRCC-funded service provider?

*Discrimination is the unfair treatment of a person or group of people based on the groups, classes, or other categories to which they belong. Reasons for discrimination include, but are not limited to: a person's race, gender, religion, nationality, ethnicity (culture), or other personal traits.*

| | Percent |
|---|---|
| **1. Yes** | 9.7% |
| **2. No** | 74.9% |
| **3. Prefer not to say** | 15.4% |

*Source: Newcomer Outcomes Survey 2024 (N=175)*

# Settling in Canada: overall experiences

Overall, would you say that your transition to life in Canada has been:

| | Percent |
|---|---|
| **1. Much harder than you expected** | 9.0% |
| **2. Somewhat harder than you expected** | 28.4% |
| **3. About what you expected** | 26.5% |
| **4. Somewhat easier than you expected** | 16.6% |
| **5. Much easier than you expected** | 16.4% |
| **6. Prefer not to say / no opinion** | 3.1% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

Do you currently have a family doctor or regular health care provider?
*Note: A family doctor or regular health care provider means one health professional that you regularly see or talk to when you need care or advice for your health.*

| | Percent |
|---|---|
| **1. Yes** | 49.7% |
| **2. No** | 50.3% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

# Settling in Canada: sources of information or support

What were the 3 main sources of information or support that helped you settle in Canada?

| | Clients Percent (N=175) | Non-Clients Percent (N=368) |
|---|---|---|
| **1. An IRCC-funded organization that has provided you with settlement services** (All/some of these organizations are listed in your survey) | 38.9% | -- |
| **2. An organization that helps immigrants, but is not funded by IRCC** | 9.7% | 4.9% |
| **3. Government offices (Federal, Provincial/Territorial)** (e.g. Service Canada) | 24.0% | 20.4% |
| **4. My sponsor** | 10.9% | 9.8% |
| **5. My family and friends** (e.g. spouse/partner, children, cousins, neighbours, co-workers, community members) | 52.0% | 71.2% |
| **6. My employer(s)** | 22.9% | 38.9% |
| **7. Official federal or provincial online sources** (such as official government websites and official government social media) | 13.1% | 25.5% |
| **8. Social media, blogs, discussion groups, and other non-government online sources** | 27.4% | 23.6% |
| **9. Doing daily tasks like shopping, taking public transportation** | 16.0% | 24.7% |
| **10. School/educational institutions** | 21.1% | 19.8% |
| **11. Religious/ethnic/cultural organizations** | 14.9% | 14.4% |
| **12. An immigration lawyer/consultant** | 7.4% | 12.2% |
| **13. Other** (please specify) | 1.1% | 0.3% |

**Multiple response alert!**
Respondents could choose up to three responses for this question, so the percentage will add to more than 100%

# Settling in Canada: food security

In the past 12 months, how often did you run out of food and not have enough money to buy more?

| | Percent |
|---|---|
| **1. Often** | 3.7% |
| **2. Sometimes** | 21.9% |
| **3. Never** | 73.7% |
| **4. Do not know** | 0.7% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

**Skip Alert!**

**Respondents were only asked about food bank usage if they said "often" or "sometimes"**

Approximately how many times have you used a food bank in the past 12 months?

*Note: A food bank is a place where you can get food for free when you cannot afford to buy it.*

| | Percent |
|---|---|
| **1. I have not used a food bank in the past 12 months** | 67.6% |
| **2. Once** (i.e. 1 time) | 11.5% |
| **3. 2-5 times** | 12.9% |
| **4. More than 5 times** | 7.9% |

*Source: Newcomer Outcomes Survey 2024 (N=139)*

# Settling in Canada: challenges

Which, if any, of the following challenges have you experienced while settling in Canada?

| | Percent |
|---|---|
| **No challenges** (exclusive choice) | 5.5% |
| **Cost of living/ it costs more money than I thought to live in Canada** | 63.5% |
| **Finding housing** | 37.2% |
| **Finding employment** | 33.5% |
| **Getting my foreign credentials, education, or qualifications recognized** | 17.3% |
| **Accessing childcare** | 11.0% |
| **Accessing health care** | 46.2% |
| **Learning an official language** | 4.4% |
| **Accessing education/training** | 4.2% |
| **Making friends and developing social networks** | 10.5% |
| **Engaging with my new community in Canada** | 5.3% |
| **Understanding Canadian culture and customs** | 8.7% |
| **Racism and/or discrimination** | 11.8% |
| **Other, please specify** | 0.6% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

**Multiple response alert!**
Respondents could choose up to three responses for this question, so the percentage will add to more than 100%

# Race/Ethnicity

Which ethnic or racial group(s) best describe you? Please select all that apply, particularly if you self-identify as being of mixed or multiple ethnic or racial groups.

| | Percent |
|---|---|
| **Arab** | 7.2% |
| **Black** | 21.5% |
| **Central Asian** (for example, Kazakhstan, Uzbekistan) | 0.4% |
| **Chinese** | 2.9% |
| **East Asian** | 0.7% |
| **Filipino** | 29.3% |
| **Indigenous or Aboriginal** | 0.0% |
| **Japanese** | 0.2% |
| **Korean** | 0.2% |
| **Latin American** | 1.7% |
| **South Asian** (for example, Indian, Pakistani, Sri Lankan) | 13.8% |
| **Southeast Asian** (for example, Vietnamese, Indonesian, Laotian, Thai) | 3.3% |
| **West Asian** (for example, Iranian, Afghan) | 2.9% |
| **White** | 12.7% |
| **Another race/ethnicity not listed here** (please specify) | 1.3% |
| **Prefer not to say** | 3.5% |

*Source: Newcomer Outcomes Survey 2024 (N=543)*

**Multiple response alert!** Few Respondents choose to response more than one option for this question, so the percentage will add to more than 100%

# Gender and sexual identity

What is your gender?

| | Percent |
|---|---|
| **1. Woman** | 47.7% |
| **2. Man** | 50.8% |
| **3. Another gender** | 0.2% |
| **4. Prefer not to say** | 1.3% |

*Source: Newcomer Outcomes Survey 2024 (N=537)*

Do you identify as 2SLGBTQI+ (Two-Spirit, lesbian, gay, bisexual, transgender, queer, intersex and additional sexually and gender diverse identities)?

| | Percent |
|---|---|
| **1. Yes** | 4.3% |
| **2. No** | 90.1% |
| **4. Prefer not to say** | 5.6% |

*Source: Newcomer Outcomes Survey 2024 (N=537)*

# Disability

Do you have any of the following difficulties? Choose all that apply.

| | Percent |
|---|---|
| **I do not have any difficulty or long-term condition that has lasted or is expected to last for six or more months** (exclusive choice) | 70.2% |
| **Difficulty seeing even when wearing glasses or contact lenses** | 3.7% |
| **Difficulty hearing** (even when using a hearing aid or cochlear implant) | 0.4% |
| **Difficulty walking, using stairs, using your hands or fingers or doing other physical activities** | 2.0% |
| **Difficulty learning, remembering or concentrating** | 2.9% |
| **Emotional, psychological or mental health conditions** (e.g., anxiety, depression, bipolar disorder, substance abuse, anorexia) | 7.2% |
| **Other health problem or long-term condition that has lasted or is expected to last for six or more months** | 7.4% |
| **Prefer not to say** (exclusive choice) | 12.5% |

**Reported at least one disability: 29.8%**

*Source: Newcomer Outcomes Survey 2024 (N=543 disability=162 and no disability=381)*

**Multiple response alert!** Few Respondents choose to response more than one option for this question, so the percentage will add to more than 100%

# Household information

## Which of the following best describes your total household income last year?

| | Percent |
|---|---|
| **Under $20,000** | 9.9% |
| **$20,000 to just under $40,000** | 26.1% |
| **$40,000 to just under $60,000** | 17.7% |
| **$60,000 to just under $80,000** | 10.6% |
| **$80,000 to just under $100,000** | 11.4% |
| **$100,000 to just under $150,000** | 8.8% |
| **$150,000 and above** | 5.6% |
| **Prefer not to say** | 10.1% |

*Source: Newcomer Outcomes Survey 2024 (N=537)*

## How many people of each age group live in your household (including yourself)?

| | 0 | 1 | 2 | 3+ |
|---|---|---|---|---|
| **Ages 0-5** | 71.8% | 20.3% | 5.9% | 2.0% |
| **Ages 6-14** | 62.2% | 21.9% | 12.9% | 2.9% |
| **Ages 15-17** | 90.8% | 8.7% | 0.6% | 0.0% |
| **Ages 18-30** | 75.7% | 11.0% | 9.2% | 4.1% |
| **Ages 31-65** | 21.9% | 17.7% | 54.3% | 6.1% |
| **Ages 65+** | 94.5% | 3.7% | 1.7% | 0.2% |
| **Prefer not to say** (exclusive choice) | 7.7% | | | |

*Source: Newcomer Outcomes Survey 2024 (N=543)*